

Biography



JOHN VAN SANTEN
Director of Quality Assurance

As Director of Quality Assurance for the U.S. Government Printing Office, John van Santen is responsible for providing agency performance measures and business intelligence to ensure that quality is embedded into all GPO processes. These include publishing, information dissemination, manufacturing, sales, and distribution.

Biography

John arrived at the GPO in 2007 as a Technology Program Manager in the Security & Intelligent Documents (SID) business unit, bringing Smart Card experience from VeriFone, Inc. to an investigation of commercial operating systems for secure Smart Card chips such as those used in e-Passports and HSPD-12 cards. During his time at GPO, he chaired a cross-functional group that developed a business strategy for GPO's Public Key Infrastructure technology and led the teams that established the materials infrastructure for the first SID secure card—the Trusted Traveler card—made by GPO for the Department of Homeland Security, Customs & Border Protection. John also directed an Integrated Product Team (IPT) to specify and procure an Uninterruptible Power Supply (UPS), protecting all Smart Card personalization equipment in the secure credential center.

John brings 30 years of private sector R&D and Manufacturing engineering experience to GPO. Prior to joining GPO, he supervised development of secure handheld terminals that perform Smart Card payment transactions. Prior to VeriFone, he developed and brought to market more than 40 innovative products at Hewlett-Packard Co. He brings a unique blend of engineering management experience honed at one of the preeminent Silicon Valley founding companies.

John holds a BS and an MS in Electrical Engineering from the University of California at Davis.